

# Community Health and Wellbeing Information



DUMFRIES AND GALLOWAY  
Health and Social Care

## Wigtownshire



January 2023

# Introduction

It is important that you take steps to look after your own mental and physical health. This can be through eating well, staying physically active, avoiding smoking and alcohol, getting enough sleep, connecting with other people, and doing activities that you enjoy

**This booklet contains some basic information and the contact details of a wide range of services provided in Wigtownshire to help you to look after your own health and wellbeing**

For further information, please contact the Wigtownshire Public Health Improvement Teams:

**Newton Stewart: 01671 404267**

**Stranraer: 01776 707731**

Please note that the information in this booklet was correct at the time of printing, however some details may be subject to change



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# What is Health and Wellbeing?

**Health** is the top thing people say matters to their wellbeing and **Wellbeing** is about being comfortable, happy and healthy

We want to make sure you have enough information to maintain or improve your health and wellbeing and feel that you are able to cope with everyday life

## Tips on how to maintain your health & wellbeing:

### 1. Eat well

- Eat a varied and balanced diet
- Eat regularly and don't skip meals
- Drink water and other soft drinks regularly
- Keep to the recommended safe levels for drinking alcohol

### 2. Stay active

- Get some fresh air every day
- Walk to your local shop instead of driving or taking the bus
- Be physically active every day. Any activity is better than none
- Reduce time spent sitting

### **3. Connect with those around you**

- Go along with a friend to a social or sports club
- Check on a family member or neighbour

### **4. Keep Learning**

- Take up a new hobby
- Read a new book
- Try out a new recipe
- Learn new skills

### **5. Give up some time for other people**

- Take up a volunteering opportunity
- Help someone with their shopping

### **6. Relax and de-stress**

- Make time for yourself
- Consider mindfulness and meditation
- Get enough sleep

### **7. Remember to ask for help if you need it!**

# Who to turn to if I need help?



**NHS inform**  
**www.nhsinform.scot**



NHS inform is a website for anyone in Scotland looking for quality assured Health and Care information

Using NHS inform means that you no longer need to look in lots of different websites for health information

NHS inform provides information on:

- Medical conditions / symptoms
- Injuries
- Tests and treatments
- Healthy living topics, such as:
  - stopping smoking
  - alcohol
  - food and nutrition
  - mental wellbeing health
  - news and events
- National health campaigns
- Your rights when using these services
- Self-care advice

# The Wigtownshire Public Health Improvement Teams

Newton Stewart: **01671 404267**

Stranraer: **01776 707731**



## **Their services include:**

**1. A 12 week programme (2 hours per week) for people of all ages and abilities who are living with chronic, long term conditions. The Programme includes:**

- An introduction to services that can give you tips and explain how and when they can help
- An exercise programme which is designed to improve your balance and strength and help prevent falls
- A cuppa and a chat

**2. Support and encouragement to individuals to help them keep on track with their health goals, such as:**

- Physical Activity
- Nutrition
- Smoking
- Alcohol
- Mental Health

**3. A free confidential and personal health and wellbeing plan to anyone 16 years and over to help them:**

- Feel better about themselves
- Be more active
- Set realistic goals
- Eat healthier
- Develop new skills
- Connect with their community
- Build new relationships

**4. Arrange access to anyone aged 65+ or with a long term condition to Digital Services to help manage their long term health conditions, such as:**

- Using a medical reminder service via text messages
- Using digital health monitoring devices linked to 24 hour support
- Having a video appointment with a health professional to save travelling

**1. Support for individuals to develop their digital skills in:**

- a group setting or
- on a 1 to 1 basis

## **5. By working with a variety of individuals, groups, communities and organisations they can:**

- Help communities identify needs
- Support the development of projects aimed at improving the health & wellbeing of people in Wigtownshire
- Help individuals improve their health and wellbeing and reduce isolation, especially those with low mood, depression and anxiety, by accessing local opportunities such as:
  - groups like: Support Groups for Health Conditions, Youth Groups, Social Groups
  - organisations for Disability, Mental Health, Alcohol and Drugs
  - activities like: Boccia & New Age Curling, IT Support, Arts and Crafts, Physical Activity, Dancing, Tai Chi, Gardening, Walking, African Drumming
  - opportunities for volunteering within the NHS or other partner organisations

**For less urgent health needs, contact your pharmacist, dentist or doctor (GP)**

## **Pharmacies**

Pharmacists are experts in medication and can give advice and treatment for lots of conditions including:

- Minor ailments
- Urinary tract infections
- Impetigo, skin infections & conditions
- Conjunctivitis
- Thrush



They also offer the following services:

- Medication care and review
- 12 Week Smoking Cessation Programme
- Urgent supply of medicines
- Gluten free food service
- Emergency hormonal contraception

**So before contacting your GP or Out of Hours Services, think Pharmacy First!**

### **Whithorn**

**Whithorn Pharmacy: 01988 500217**

67- 69 St John Street, Whithorn, DG8 8PD

### **Wigtown**

**Welcome Pharmacy: 01988 403474**

20 North Main Street, Wigtown, DG8 9HL

## **Newton Stewart**

**Welcome Pharmacy: 01671 403040**

Creebridge Mill, Creebridge, Newton Stewart,  
DG8 6NP

**Boots Pharmacy: 01671 402226**

44 - 46 Victoria Street, Newton Stewart,  
DG8 6BT

## **Stranraer**

**Boots Pharmacy: 01776 707224**

5B Castle Street, Stranraer, DG9 7RR

**Lloyds Pharmacy: 01776 702201**

48 Hanover Street, Stranraer, DG9 7RP

**Gordons Chemists: 01776 702851**

26-30 Charlotte Street, Stranraer, DG9 7EF

### **Disposal of unwanted Medicines**

If you have out of date or unwanted medicines, both prescription or over the counter drugs, don't bin them or flush them!

You can take your unwanted or out of date medicines back to your pharmacy for safe disposal, and it's completely FREE



# Dentists

**Turn to your dentist for:**

- Toothache
- Mouth ulcers
- Dental problems



## **Newton Stewart**

**Dentistry on Dashwood: 01671 402428**

Princes Street, Newton Stewart, DG8 6EX

**South West Smile Care Centre: 01671 404044**

23-27 Albert Street, Newton Stewart, DG8 6EF

## **Stranraer**

**Lewis Street Dental Practice: 01776 702469**

21 Lewis Street, DG9 7AB

**(My) Dentist: 01776 707123**

Whitecross, 37 Lewis Street, DG9 7AB

**TK Barr Dental Care: 01776 705353**

21 St John Street, Stranraer, DG9 7EN

**Bridge Street Dental Practice: 01776 702440**

34 Bridge Street, Stranraer, DG9 7JF

**Stranraer Dental Centre: 01776 707795**

Galloway Community Hospital,

Dalrymple Street, Stranraer, DG9 7DQ

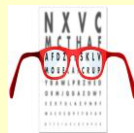
**Southwest Smile Care Centre: 01776 702440**

34 Bridge Street, Stranraer, DG9 7JF

## Opticians

**You can get free advice, diagnosis and treatment for many eye conditions like:**

- Blurred eyes
- Sudden flashes or loss of vision
- Sore, infected, red or dry eyes



### **Newton Stewart**

**Peter Foulds: 01671 403729**

49 Princess Street, Newton Stewart, DG8 6EU

### **Stranraer**

**Thompsons Opticians Ltd: 01776 705296**

60 Hanover Street, DG9 7RP

**Urquhart Opticians: 01776 704648**

26 Bridge Street, Stranraer, DG9 7JF

**Specsavers: 01776 888190**

38 George Street, Stranraer, DG9 7RL

## GP Practice Teams

**Contact your GP Practice if:**

- You require treatment for common medical conditions that cannot be treated by self-care or over the counter medication
- You require a referral to hospital or other medical services for urgent and specialist treatment

**You may be asked for symptoms to direct you to the most appropriate person within the team to deal with your needs:**

## **Advanced Nurse Practitioner**

A very experienced Nurse who can assess, diagnose, prescribe medicine/treatment, refer for further investigation, and help you to manage your health condition

## **General Practice Nurse**

Provides urgent care, treatment and support  
They also offer health advice such as smoking cessation, diet and family planning  
They can help you to manage long term health conditions such as diabetes, asthma, hypertension, heart disease  
Some can prescribe medicines

## **Pharmacist**

Can provide advice for Chronic Pain Management, medication reviews or answer questions on medications

## **Doctor**

Works closely together with the rest of the team and can offer support at anytime  
See your doctor if you have worrying symptoms, multiple or complex conditions...

## Primary Care Mental Health Nurse

Offers assessment, guidance, tools and support for mild to moderate mental health issues which include, low mood, anxiety, difficulty sleeping, stress and emotional difficulties

Can access advice, support and make referrals into the Community Mental Health Team and other specialist mental health services

### **Newton Stewart Health Centre**

**Cairnsmore Medical Practice: 01671 402198**

Creebridge, Newton Stewart, DG8 6NR

**Galloway Hills Medical Group: 01671 402168**

Creebridge, Newton Stewart, DG8 6NR

### **Creetown**

**Cairnsmore Medical Practice: 01671 820450**

Barony Mill Surgery, Creetown, DG8 7JN

### **Drummore**

**Mull of Galloway Practice: 01776 840205**

Drummore, Stranraer, DG9 9QQ

### **Glenluce**

**Glenluce Surgery: 01581 300315**

Four Winds, Main Street, Glenluce, DG8 0PU

## **Kirkcowan**

**Galloway Hills Medical Group: 01671 830206**

St Couan Crescent, Kirkcowan, DG8 0HH

## **Port William**

**Southern Machars Practice: 01988 700223**

Mochrum Road, Port William, DG8 9QP

## **Sandhead**

**Sandhead Surgery: 01776 830262**

Piggery Road, Sandhead, DG9 9DP

## **Wigtown**

**Galloway Hills Medical Group: 01988 402210**

High Vennel, Wigtown, DG8 9JQ

## **Whithorn**

**Southern Machars Practice: 01988 500218**

St John Street, Whithorn, DG8 8PS

## **Stranraer**

**Lochinch Practice: 01776 743935**

Waverley Medical Centre, Dalrymple Street,  
Stranraer, DG9 7DW

**Lochnaw Practice: 01776 743930**

Waverley Medical Centre, Dalrymple Street,  
Stranraer, DG9 7DW

**Loch Ree Practice: 01776 743932**

Waverley Medical Centre, Dalrymple Street,  
Stranraer, DG9 7DW

# NHS Out-of-Hours Services



**Call the NHS 24 free number 111**

From 6pm to 8am on weekdays and all day at weekends and on bank holidays

Depending on your situation, they will:

- Give you self-care advice
- Connect you to a nurse, dentist or GP
- Send an ambulance directly, if necessary
- Direct you to the local service that can help you best with your concern

## Community Hospitals

### Galloway Community Hospital

**01776 707707**



Dalrymple Street, Stranraer, DG9 7DQ

A dynamic small hospital with a 24 hour emergency department

The hospital provides Monday to Friday services which include:

- Ambulatory Care
- Day Surgery
- Acute and Community Outpatients Clinics (e.g. Physiotherapy, Podiatry, Ophthalmology, Cardiology and Attend Anywhere clinics)

# Newton Stewart Hospital

Stranraer Road, Newton Stewart



Not currently in use for medical care

## Emergency Services

### Dental Emergency

If you don't have a regular dentist, contact NHS 24 free number 111



If you need urgent dental treatment, contact your usual dental practice. They may be able to see you or direct you to an urgent dental care service

### The Emergency Department (ED)

**01776 707707**

Dalrymple Street, Stranraer, DG9 7DQ

The ED Department for Wigtownshire

is at Galloway Community Hospital



The role of the ED is to assess and treat people who:

- Have suffered a serious injury or accident
- Have developed a sudden serious illness or medical condition

You should only attend the Emergency Department if you believe that your problem cannot wait for a Doctor to arrive or you have suffered an acute injury

## When to call 999

**Call 999 immediately if you or someone else is having a heart attack or stroke**

Call 999 in a medical emergency. This is when someone is seriously ill, injured and their life is at risk

Medical emergencies can include:

- Loss of consciousness
- An acute confused state
- Fits that aren't stopping
- Chest pain
- Breathing difficulties
- Severe bleeding that can't be stopped
- Severe allergic reactions
- Severe burns or scalds



## Police Scotland

**In an emergency, always dial 999**



This is when a life is in danger, a crime is in progress or a suspect is nearby

**101 is the new non emergency number to:**

- Speak to your local police officer
- Report a crime that's already happened, such as a theft or damage to property
- Get crime prevention advice
- Any policing issues in your area



# Dumfries and Galloway Fire and Rescue Services



**Call 999 and ask for the fire service**

## **In the event of a fire, make sure everyone leaves immediately**

Closing doors behind you as you leave the house will slow down the spread of flames and help protect both people and your belongings from fire.

### **Do**

- Stay low to the floor where the air is cleaner and cooler
- Shout to warn your family or anyone nearby – even outside
- If your clothing catches fire, stop, drop down and roll on the ground until the flames go out
- If someone else's clothing catches light, use a blanket, rug or thick coat to put out the flames
- If you can't get out, stand by a window so firefighters can see you
- Never open a door if it's warm to touch, there could be fire inside

**Remember smoke and fumes can quickly overcome anyone. Trying to tackle a fire or staying to salvage goods could prove fatal**

### **Never**

- Use a lift. Always take the stairs
- Stop to take anything with you
- Try to go back inside until a firefighter tells you it's safe to do so
- Jump out of a window, unless you are sure it will be safe to do so

## **Galloway Mountain Rescue Team**

**Call 999,  
ask for the Police first and  
then the Mountain Rescue**



- The team of highly trained volunteers provides a free professional search and rescue service to the public by responding to missing persons, medical emergencies, floods and severe weather conditions
- They have put together a set of guidelines to keep everyone safe whilst enjoying the outdoors
- To view the guidelines or for further information go to:  
**[www.gallowaymrt.org.uk](http://www.gallowaymrt.org.uk)**

## HM Coastguard Rescue Team

In an emergency on the coast and inland, call 999 and ask for the Coastguard



There are 4 Coastguard Rescue Teams in Wigtownshire, located at:

- Stranraer
- Drummore
- Portpatrick
- Isle of Whithorn

They are on call 24 hours a day, 7 days a week and will respond to emergencies

## Dumfries and Galloway Virtual Operations Support Team (DGVost)

[www.facebook.com/DGVost](https://www.facebook.com/DGVost)

[twitter.com/DGVost](https://twitter.com/DGVost)



During major incidents, DGVOST provide real time updates via social media. This site will be used to both gather information from the public and help keep the public informed

**Please note:** The VOST will only be operational during a major incident and you should not seek to contact us out with these incidents

## Energy Networks

Power Cut or Emergency?

Call 105



### **Call us urgently if you see:**

- Any damaged equipment, lines or substations
- Cables in roads or on footpaths

**If you see cables on or near the ground, please keep clear of them**

### **Guidelines during a flood**

#### **During a Flood**

- If water is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit but only if safe to do so
- Fuse units and trip switches are usually near to your meter, while electricity meters may be inside your property or within a meter cabinet outside your property
- If you are at all unsure, please contact your insurer or a qualified electrician
- Do not touch any electrical appliances, cables or equipment whilst you are standing in flood water

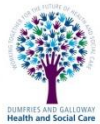
## After a Flood

- If water has entered your property and your electricity supply is off (or partly off), check your fuses and trip switches but only if safe to do so
- If your electricity meter has been under water, please keep away from the equipment and contact us on the emergency number above

## Home Teams

### Single Access Point (SAP)

030 33 33 3001



Home Teams is a new Health and Social Care model of working which is being used in Dumfries and Galloway to help people live happier and healthier lives in their own home. Home Teams pulls together resources and staffing within the community under one team to ensure:

- Less referrals
- People tell their story once
- Reduced waiting/response times
- Different ways of working
- A holistic approach is taken, looking at the whole person

Home Teams can provide a community based assessment and work with you, your family and Carers to determine any immediate and longer term needs for example:

- If you become unwell or not coping at home, can be looked after at home rather than going into hospital, Home Teams will try to support you for a short period of time until you are well again or your needs have been met
- If you are in hospital, Home Teams may be able to bring you home earlier and provide wrap around support until you recover, or if required, your longer term needs are met
- If you need some equipment or adaptations to support you to stay at home
- If you need support to regain your independence or with your mobility
- If you have a palliative diagnosis or are at the end of your life and wish to remain at home, Home Teams will make every effort to accommodate your wishes
- If there are technology or digital solutions that would help you to stay well at home

There are 2 Home Teams in Wigtownshire:

- Rhins Home Team, based in Stranraer
- Machars Home Team, based in Newton Stewart

Each Home Team consists of:

- Community Nurses
- Public Health Improvement Staff
- Specialist Reablement Staff
- Physiotherapists
- Occupational Therapists
- Social Workers
- Care Coordinators
- Patient Flow Staff
- Administration Staff
- Others

**Anyone can make a referral to Home Teams including:**

- Individuals
- Members of the public
- Community groups
- Other Health and Social Care services
- Voluntary organisations
- Others

# Self Referral Services

## Physiotherapy

**Via the Single Access Point:**

**030 33 33 3001**



Physiotherapy helps to restore movement and function when someone is affected by:

- Injury
- Illness
- Disability

It can also help to reduce your risk of injury or illness in the future

## Podiatry

**Via the Single Access Point:**

**030 33 33 3001**



If your foot/feet have any signs or symptoms of:

- Inflammation / redness
- Sepsis
- Bleeding
- Ulceration
- Discharge / pus
- Loss of Feeling
- Pain
- Poor circulation



# Speech and Language Therapy – Adults

Via the Single Access Point:  
**030 33 33 3001**



Speech and Language Therapists are the lead experts in:

- The assessment
- Diagnosis
- Appropriate intervention of:
  - Speech
  - Language
  - Swallowing difficulties
  - Communication

Depending on individual needs, therapy may take a variety of different forms and will vary according to the changing needs

- Therapy may include:
  - Assessment
  - Advice
  - Individual or group therapy
  - Training
  - Assessment
  - Access to communication equipment and resource

# Mental Health Services

## Wigtownshire Community Mental Health Team

Adult Team: **01776 707806**

Older Adult Team: **01776 707807**

Innistaigh, Dalrymple Street,  
Stranraer DG9 7EH



Specialist team of Nurses and Healthcare Support Workers who have in-depth training, experience and understanding of mental health difficulties

They can:

- Assess, treat and monitor mental ill health
- Offer a variety of therapeutic interventions to help people overcome their difficulties
- Promote good health
- Refer for hospital admission if required

Access to the service requires a referral mainly from:

- A Primary Care Mental Health Nurse
- A GP
- An Advanced Nurse Practitioner
- Via the Accident and Emergency Department at the Galloway Community Hospital

# Mental Health & Intellectual Disability Occupational Therapy Service

**01776 889300**

Innistaigh, Dalrymple Street, Stranraer  
DG9 7EH



The community team consists of Nurses, Doctors, Psychologists, Occupational Therapist, Physiotherapist, Speech and Language Therapist and Health Care Facilitators

They work closely with colleagues in Social Work and other agencies to support people who have an intellectual disability to live in the community by:

- Helping service users to access mainstream services
- Assess, treat and monitor mental ill health
- Assess and treat people who find it difficult to manage behaviour
- Refer for hospital admission if required
- Support Carers - providing advice and training on specific conditions relating to intellectual disability such as autism and dementia
- Promote good health

# Child and Adolescent Mental Health Service (CAMHS)

**01387 244662**

The Oak Tree Family Centre, Dalrymple Street, Stranraer, DG9 7EH



Offers a community based service to children and young people up to the age of 18 years old, who may be struggling with their mental well being which is significantly impacting on their day to day life

They also offer early intervention to families

The Team consists of:

- Mental Health Workers
- Psychiatrists
- Support Mental Health Worker
- Participation Lead
- Project Officer / Admin Team

For your appointment, you might come to one of the centres, your GP's surgery or you might feel more comfortable going somewhere in your community or through NHS Near Me video calling

Referrals can be made by anyone who knows the child or young person, parents and carers as well as the young person themselves

## Change Mental Health

<https://changemh.org/>

Newton Stewart - **01671 403780**

Stranraer - **01776 706348**



For anyone affected by mental health, they provide:

- Outreach support
- Carer support
- Group activities (arts & craft, walking, cooking, etc...)
- Employability

## The Samaritans

Phone **free** on **116 123**

[www.samaritans.org](http://www.samaritans.org)

**SAMARITANS**

Samaritans provide confidential non judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair

## Breathing Space

Phone **free** on **0800 838587**

[www.breathingspace.scot](http://www.breathingspace.scot)



Breathing Space offers free and confidential advice for people experiencing low mood, depression and anxiety

# Sexual Health

## Sexual Health D&G

**0345 702 3687**

### Sexual Health D&G

Call the helpline on 07736 955 219  
(Mon - Fri 9.00am-2.00pm)  
Or contact the service on 0345 702 3687  
(Mon - Fri 9.00am-4.00pm)

Service provided Monday to Friday, between 8.30am and 4.30pm and includes:

- All methods of contraception discussed and supplied **FREE** of **CHARGE**
- Condoms, dams and lube
- Emergency contraception up to 120 hours
- Pregnancy testing and termination referral
- Psychosexual counselling
- STI (sexually transmitted infection) testing and treatment
- Hepatitis B and Human Papilloma Virus (HPV) immunisation for men who have sex with men
- Post exposure prophylaxis (PEP) for HIV & Hepatitis B
- Pre-exposure prophylaxis (PrEP) for HIV
- Under 20s Sexual Health service

# Council Services

## Social Work

Adult Services: **030 33 33 3001**

Children & Families: **030 33 33 3001**

Accessteam@dumgal.gov.uk

Out of hours: **01387 273660**



Office hours are Monday to Friday 9am to 5pm

Social Workers assess people's needs, strengths and wishes

They support individuals and families by helping them make changes and find solutions to a variety of problems that they face by for example:

- Organising support
- Making recommendations
- Making referrals to other services

This can be by helping with:

- Social difficulties
- Relationship difficulties
- Promoting human rights
- Promoting people's wellbeing
- Protecting children and adults from harm

## General enquiries

030 33 33 3000

[www.dumgal.gov.uk](http://www.dumgal.gov.uk)

The services provided include:

- Council Tax
- Housing
- Planning and Building
- Waste and Recycling
- Business
- Community Safety
- Leisure
- Transport
- Parking
- Libraries
- Jobs and Training
- Benefits
- Birth
- Marriage
- Death
- Schools
- Homelessness



## Children and Families

### Speech and Language Therapy – Children and Young People

**01671 402504**

Newton Stewart Health Centre



- If you have concerns about your child's understanding or the number of words your child is using, come along to our Early Language Drop In
- If you are worried about the speech sound development of over 3s, visit our Speech Sound Drop In

## Relationship Scotland

**01387 251245**

11 Nith Avenue. Dumfries DG1 1EF

**[www.rsdg.org.uk](http://www.rsdg.org.uk)**



Services offered:

- Relationship counselling (individual & couple)
- Family mediation (intergenerational, child focused, stepfamily)
- Child contact centres (supported and supervised)
- Psychosexual therapy
- Direct consultation with children

## Home Start

**01776 706984**

The Cabin, C/o the Rainbow Family Centre,  
Ashwood Drive, Stranraer, DG9 7NW

**[www.home-startwigtownshire.co.uk](http://www.home-startwigtownshire.co.uk)**



- Home Start is a local community network of trained volunteers and expert support helping families with young children through challenging times
- They are there to work alongside parents and aim to give support in a variety of practical ways

## Aberlour

**01387 325090**



**[familyoutreachdumfries@aberlour.org.uk](mailto:familyoutreachdumfries@aberlour.org.uk)**

Aberlour runs four distinctive family services in Dumfries and Galloway:

- Intensive Family Support Service - help parents and children with a variety of issues who are struggling to cope
- Families2Gether - help the transitioning from prison to family life
- Smarter2Gether – extra help with education for children and young people (aged 11 -18)

# Young People

## Community Based Youth Work

01387 260 243

[Youth.Work@dumgal.gov.uk](mailto:Youth.Work@dumgal.gov.uk)



Delivers a range of projects, programmes and services across Dumfries and Galloway including:

- Youth groups and clubs
- Drop-in sessions
- Holiday programmes for ages 11 to 25
- One-to-one support
- Issue-based youth work
- Youth events
- C4U Youth Information

## Stranraer YMCA

01776 700181

Ryan Centre, Fairhurst Road,  
Stranraer, DG9 7AP



Provides a wide range of active play and learning opportunities for children and young people in Stranraer and the surrounding area

## Youth Enquiry Service

**01387 251322**

DG1 Leisure Centre, Top Floor, Hoods  
Loaning, Dumfries, DG1 2HT



- Offers free and confidential support, information and counselling to 13 -25 year olds
- From mental health to CV Building, Bereavement to drugs, body image to relationships, no issue is too small

## Disability

### Visibility Scotland

**01387 267131**

**[www.seehear@visibilityscotland.org.uk](mailto:www.seehear@visibilityscotland.org.uk)**



Offers services to people living with a sensory impairment across Wigtownshire:

- Community sensory support services for 16 to 64 years old
- Visual impairment community support for people over the age of 65

The aim is to help people live their lives confidently and independently

# Dumfries and Galloway Hard of Hearing Group

**01387 950641** or **07896342878**

Top Floor 8 Gordon Street

Dumfries DG1 1EG

**[www.dghhg.org.uk](http://www.dghhg.org.uk)**



They give advice and support regarding hearing aid maintenance and managing hearing loss in the local community

The service is complementary to the services provided by the NHS and Social Work and includes:

- Regular drop-in sessions with free hearing aid care and maintenance given on a first come first served basis in the following locations:
  - Wigtown
  - Whithorn
  - Newton Stewart
  - Stranraer
- Home visits and care home visits provided to those unable to attend drop-ins
- Lip reading training

## Capability Scotland

**01387 403100**

Compass House, Afton Drive,  
Dumfries, DG2 9ES

**[www.capability-scotland.org.uk](http://www.capability-scotland.org.uk)**



- Community support in employment, education, leisure activities for people with physical disabilities between 16 and 64 years old
- Children, adults, and families support service for people with acquired brain injuries (ABI)
- Day opportunities service four days a week for adults with ABI
- Self-directed support personal assistant brokerage service

## Better Lives Partnership

**01556 503 888**

Dumfries & Galloway College,  
Lewis Street, Stranraer, DG9 7AL

**[www.betterlivespartnership.org.uk](http://www.betterlivespartnership.org.uk)**



Aimed at young people aged 16 to 25 who have an Autism Spectrum Disorder (ASD) or related disabilities to help them develop opportunities in employability skills, work experience and social enterprise

# Turning Point Scotland

01387 247 123

[www.turningpointscotland.com](http://www.turningpointscotland.com)

Newall House, 22 Newall Terrace,  
Dumfries, DG1 1LW.



Provides support for adults with:

- A learning disability
- Autism
- Alcohol and drugs issues
- Mental health issues
- Early onset Dementia
- Huntington disease
- Criminal behaviours
- Homelessness

Support is varied, and is provided to suit the individual, but can include:

- Support to maintain a home and manage money
- Access to education and employment
- Personal care
- Health and wellbeing
- Access to leisure activities
- Building domestic and independent living skills
- Building confidence and self-esteem

## Activity Resource Centres

01671 403483 - Newton Stewart

01776 704525 - Stranraer



For people aged 16 and over with a physical, learning disability or an Autistic Spectrum Disorder

The centres, which are based in Newton Stewart and Stranraer offer:

- Support
- Activities
- Personal development opportunities

## Domestic Abuse

For domestic abuse or other forms of violence call **Police Scotland on 101 or 999 in an emergency**

**0800 027 1234** for advice

**[www.dumgal.gov.uk/davawp](http://www.dumgal.gov.uk/davawp)**

**[www.safehub.org](http://www.safehub.org)**

There are many local and national organisations that can help if you are suffering because of domestic abuse or other forms of violence

Safe refuge is crucial for victims of domestic abuse and violence



## **South West Rape Crisis and Sexual Abuse Centre**

**01387 253113**

**08088 010302 (out of hours)**



Counselling and telephone support for anyone who has experienced any form of sexual violence at any time in their lives

## **Wigtownshire Women's Aid**

**01776 703104**

**22 Bellevilla Road,  
Stranraer, DG9 8ED**

**wigtownshirewomensaid.co.uk**



Confidential service for women, children and young people who have experienced domestic abuse

The service provides:

- Information
- Support
- Temporary safe accommodation

Workers will listen to you and support you to make the decisions that are right for you and your children (if you have any)

Office Hours: Monday to Friday 9am - 4.30pm

Out of hours: 24 hour on call service, 7 days a week

## Men's Advice Line

0808 8010327

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)

[info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)



Advice and support for men experiencing domestic violence and abuse

Phone support Monday to Friday, 10am - 8pm

Email support Monday to Friday, 9am to 8pm

## Respect

0808 8024040

[www.respect.uk.net](http://www.respect.uk.net)



Support for:

- Male victims of domestic abuse
- Domestic abuse perpetrator
- Young people using violence in their close relationships

## Broken Rainbow UK

0800 9995428 or 0300 9995428

[help@brokenrainbow.org.uk](mailto:help@brokenrainbow.org.uk)

Text 'INFO' or 07786202370



Aims to relieve the distress and suffering caused to lesbians, gay men, bisexual and transgender people by domestic violence and abuse

# Cancer Information and Support

## Macmillan Cancer Information and Support Centre

**01387 241979**

Dumfries and Galloway Royal Infirmary,  
Cargenbridge, Dumfries, DG2 8RX

**macmillan.org.uk – 0808 808 00 00**



MACMILLAN  
CANCER SUPPORT

Opens Monday to Friday 10am to 4pm and offers the following:

- A drop-in service or planned appointments
- Support via a video call if preferred
- A confidential one to one support service
- Information on all aspects of living with cancer and treatments
- Stress management and relaxation tips
- Nutritional and dietary advice
- The opportunity to meet others in a similar situation through groups and courses
- Links to national organisations
- A travel pack for patients having treatment in Edinburgh
- Information on travel insurance
- Maps and directions to other hospitals
- Details of local complementary therapists

## Stranraer Cancer Drop-In Centre

**01776 707778 or 07435 866854**

The Macmillan Suite, Galloway Community Hospital, Dalrymple Street, Stranraer, DG9 7DQ.



Stranraer  
Cancer  
Drop In  
Centre

If you:

- Have cancer
- Care for someone with cancer
- Are bereaved due to cancer

They aim to ensure you have local access to good quality, comprehensive and appropriate information, support, services and therapies including: Wig Fitting, Massage, Yoga Therapy and Acupuncture

The centre also holds a knitting and sewing group every second Thursday between 2pm and 4pm

## Wigtown Cancer Drop-In

**01988 700363, 01988 402049 or 01988 402329**

The Smiddy, Low Vennel, Wigtown, DG8 9HW

For information and support, a friendly chat over a cuppa and a cake

Meetings are held on the 1st Friday of the month from 2.30pm to 4pm

# Dementia Support

## Dementia Resource Centre

**01776 889181**

Cromarty House, Sun Street,  
Stranraer, DG9 7JL

**[www.alzscot.org/](http://www.alzscot.org/)**



The centre, which is open Monday to Friday from 9am to 4pm, aims to support people with dementia, their families, relatives and friends at any stage of the illness

The following support is on offer:

- Information and advice
- Community activities for people with dementia and carers
- Day care
- Peer support groups for people with dementia and Carers

## Alzheimer Scotland

**0808 808 3000** – 24 hour Helpline

**[www.alzscot.org/](http://www.alzscot.org/)**



Provides services and support across Scotland to help anyone who is worried about their memory, has a diagnosis of dementia, or who is supporting someone with dementia

# Befriending

## Food Train Friends

Newton Stewart: **01671 401346**

Stranraer: **01776 704831**

**[www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk)**

**[everything@thefoodtrain.co.uk](mailto:everything@thefoodtrain.co.uk)**



A befriending service providing trips out, home visits and telephone calls, practical help, bringing some fun, laughter, friendship and social contact to older people

## Dumfries and Galloway Befriending Project

**01671 403690**

4 Dashwood Square,

Newton Stewart, DG8 6EQ

**[www.befriending.org/](http://www.befriending.org/)**



Recruits, trains and supports volunteer adult befrienders who are matched 1 to 1 with a young person, aged 8 to 18 years who may be:

- Going through a rough patch
- Socially or geographically isolated
- Affected by bullying or other problems at school and by the lifestyle of other family members

## Listening Ear in Wigtownshire

07398 496789

[www.facebook.com/](https://www.facebook.com/ListeningEarWigtownshire)

[ListeningEarWigtownshire](https://www.facebook.com/ListeningEarWigtownshire)



Provides a telephone befriending service to those who feel isolated

## Help with Food

### Wigtownshire Food Bank Stranraer

01776 700973

Apex Stranraer, 2 Back Rampart,  
High Street, Stranraer, DG9 7LW



Provides three days of nutritionally balanced emergency food and support to local people who are referred to them in crisis

### Machars Churches Basics Food Bank

07884 370 419

5 Albert Street, Newton Stewart,  
DG8 6EF



Provides free, confidential help to individuals and families in need, by giving emergency food supplies and other essentials  
The drop-in opens on Tuesday, Wednesday and Thursday mornings between 9am and 12noon

## Food Train

Newton Stewart: **01671 401346**

Stranraer: **01776 704831**



### **Food Train Shopping Delivery Service**

A weekly grocery delivery service where volunteers visit to collect a shopping list, make up the order in the local supermarket, deliver the groceries later that week, unpack and put away where needed

### **Food Train Meal Makers**

Local people cook and share extra portions of their own home cooked food with an older person living nearby who could benefit from warm meals and increased social interaction

## Fed up - Community Cafe

**01776 706159**

12 Bridge Street, Stranraer, DG9 7HY



Offers free food, drinks and support services to those who need it

## Rhins Churches Basic Food Bank

**07715677204**



Provides three days' supply of food and hygiene products to local people in all parts of the Rhins of Wigtownshire (including villages) who are referred to them in crisis



## Community Fridge

**01988 500364**

South Machars Community Centre  
Castlehill, Whithorn, DG8 8PN



Working in partnership with local supermarkets to collect surplus perishable food items to distribute to those within the South Machars area

Access to the fridge and any non perishable goods is available 24/7, as long as there is food to take

## Financial Advice

### Cost of Living Support Scotland

**[costofliving.dumgal.gov.uk](http://costofliving.dumgal.gov.uk)** (from November)

**[costofliving.campaign.gov.scot/](http://costofliving.campaign.gov.scot/)** (national)

Regional and national website with information and advice on:

- Energy and bills
- Benefits
- Income
- Children and families
- Debt
- Money
- Health & wellbeing
- Older or disabled people



# Financial Inclusion and Welfare Support Team

030 33 33 3008

[www.dumgal.gov.uk/benefits](http://www.dumgal.gov.uk/benefits)



To help you get what is rightfully yours, the team can help you with:

- Benefits advice
- Income maximisation
- Completing benefit application forms
- Financial assessments

## Dumfries and Galloway Citizens Advice Service (DAGCAS)

0300 3034321

Burns House, 32 Harbour Street, DG9 7RD

Provides free confidential advice and assistance to the public via its Citizens Advice Bureaux

Topics covered include:

- Benefits advice / Debt and money
- Consumer rights
- Health / Kinship care
- Blue badge
- Work / Immigration
- Law and courts
- Housing and homelessness



## Home Energy Scotland

0808 808 2282

[www.homeenergyscotland.org](http://www.homeenergyscotland.org)



Energy advice service funded by the Scottish Government that provides free, impartial advice on making your home easier to heat, helping you to:

- Save money
- Make your home warmer and more comfortable
- Reduce your carbon footprint

They can also point you in the direction of where to get a benefits' check or find out about any discounts or options available to help with energy bills

## Money Helper

0800 137 7777

[www.moneyhelper.gov.uk](http://www.moneyhelper.gov.uk)



Support with debts, benefits, money management and pensions

## Turn2us

0808 802 2000

[www.turn2us.gov.uk/Get-Support](http://www.turn2us.gov.uk/Get-Support)



Information and support about welfare benefits and charitable grants

# Advocacy

## Dumfries and Galloway Advocacy Service

01387 247237

[www.dgadvocacy.co.uk](http://www.dgadvocacy.co.uk)



Offers a free, confidential and personal independent advocacy service which means:

- Having someone on your side
- Helping you to share your thoughts, feelings and wishes
- Helping you to take part in decisions which affect you

## Care Opinion

[www.careopinion.org.uk](http://www.careopinion.org.uk)



Share your experiences of UK health and care services, good or bad

## User and Carer Involvement (UCI)

01387 255330

Kaleidoscope, Mountainhall,  
Bankend Road, Dumfries, DG1 4AL



Working to ensure people (16+) with mental illness, Dementia, learning disabilities as well as their Carers have a representative voice and as a result, see positive changes in their service provision

## DG Voice

07897876181

<https://dgvoice.co.uk/>



A place for people who experience disability to have their say about any matters that affect them

## Day Centres

### Riverside Day Centre

01671 402010



Riverside Road, Newton Stewart, DG8 6NG

Provides a place for older people to meet and chat with friends in warm, comfortable surroundings whilst enjoying a balanced meal freshly made on the premises

### Coronation Day Centre

01776 706338



Whitson Avenue, Stranraer, DG9 7AW

Provides:

- A meeting place, which will support and encourage older people to take advantage of meaningful activity, social interaction, physical activity and nutritional food
- Advice, information, guidance and practical assistance where needed

## Carers

**A Carer is someone who provides support to a family member or a friend who is affected by long term illness, disability, mental health, age or addiction**

### **Dumfries and Galloway Carers Centre**

**01671 401152** - Newton Stewart

**01387 248600** – Dumfries,  
2-6 Nith Street, DG1 2PW

**info@dgalcarers.org**



The centre is a region wide service and can offer the following services to adult and young carers:

- Information
- Advice
- Support
- Adult carer support plan
- Young carers statement
- Carers emergency card
- Short breaks project
- Access to benefits advice and assistance
- Groups and learning opportunities
- Time for you

## Care Information Scotland

0800 0113200

[www.careinfoscotland.scot](http://www.careinfoscotland.scot)



You can get information and advice if you are:

- Currently looking after someone, even if you don't live with them
- Planning for your future care needs
- Needing care yourself

## Help with Housing

### Homeless Services - Dumfries and Galloway Council

01776 888312

01387 273660 - Out of hours



Assists with immediate, short term and long-term support for:

- Emergency accommodation
- Temporary / permanent accommodation
- referrals
- Managing a tenancy
- Debt / benefit advice
- Education training and employment
- Opportunities
- Domestic abuse
- Drug and alcohol misuse

## Loreburn Housing Association

01776 705479

29 Hanover Street, Stranraer, DG9 7RX



Provides services which include:

- Care and Repair - helping older or disabled home owners and private tenants improve their homes to allow them live independently for as long as possible
- Housing including:
  - homes for those over 55
  - homes with specialist care and support
  - Shared ownership homes

## Dumfries & Galloway Housing Partnership (DGHP)

0800 011 3447 (Emergency 24/7)

80 Ashwood Drive, Stranraer, DG9 7PF

[www.dghp.org.uk](http://www.dghp.org.uk)



Provides housing and a range of services to help with:

- Money
- Benefits
- Fuel bills
- Getting into work
- Anti social behaviour



# LGBT Support

## Dumfries and Galloway LGBT Plus

0800 0209653

[www.lgbtplus.org.uk](http://www.lgbtplus.org.uk)



Aims to empower lesbian, gay, bisexual, transgender, queer, intersex, asexual, pansexual and others questioning or expressing their gender identity and sexuality (otherwise known as LGBT Plus), their families, friends, supporters and allies across Dumfries and Galloway

They provide advice and support with:

- Coming out
- Health and wellbeing
- Sexual health
- Hate crime
- Domestic abuse
- Families
- Carers

## The Stranraer Meetup – LGBT Plus

Burns House, 32 Harbour Street,  
Stranraer DG9 7RD



New monthly meet up for LGBT community, their friends, Carers, supporters and families

## LGBT Youth Scotland

01387 255058

DG1 Leisure, Dumfries DG2 2HT

[www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

[info@lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk)



Working with 13 to 25 year olds across the country

## Stonewall

[www.stonewall.org.uk](http://www.stonewall.org.uk)



Campaigns for the equality of:

- Lesbian
- Gay
- Bisexual
- Trans people

## Mermaids

0808 801 0400

[www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)



Supports:

- Gender-diverse children and young people up to 20 years old
- Their families
- Professionals involved in their care

# Smoking

**NHS D & G Quit Your Way Service** 

**0845 602 6861**

Provides support to people who wish to stop smoking by offering:

- Encouragement and support
- A service tailored for your individual needs
- Stop smoking medication
- A non-judgmental and person centred approach
- Information about smoking, tobacco and nicotine addiction
- Follow ups for up to one year after your first appointment
- Monitoring carbon monoxide levels in your body

Clinics are available in:

- Drummore Clinic
- Galloway Community Hospital
- Newton Stewart Health Centre
- Whithorn Surgery
- Wigtown Surgery
- Sandhead Surgery
- Four Winds Surgery, Glenluce

# Alcohol and Drug Support

## Alcohol and Drugs Support Southwest Scotland

**01776 702626**

32 Charlotte St, Stranraer DG9 7EF

**[www.adssws.co.uk](http://www.adssws.co.uk)**



Help for people affected by alcohol, drugs or gambling problems

## Specialist Drug and Alcohol Service

**01387 244555**

Masonfield Centre,

Newton Stewart Health Centre, DG8 6NR



Offers a service to people 18 years or over who have a dependency or complex problems related to alcohol or drug use

Examples of treatments available include:

- Detoxification
- Psychological interventions
- Medication
- Occupational therapy
- Blood Borne Virus – counselling, testing and immunisation
- Assessment and referral to residential rehabilitation

# Scottish Families Affected by Alcohol and Drugs

**08080 101011**

**www.sfad.org.uk**



Support for anyone who is concerned about someone else's drug or alcohol use, wherever they are in Scotland; it could be close and extended family members, friends, your friend's family, colleagues, neighbours...

## ISSU18

**01776 707759**



A regionwide service for children and young people up to the age of 18 who are affected by problematic substance misuse; this can be either their own or that of a family member, which is having a significant impact on the young person's day to day life

## Employment

### Skills Development Scotland

**01776 889793**



The career centres in Stranraer and Newton Stewart offer information on how to access: career information, advice and guidance

## Jobcentre Plus

0800 169 0190

12 St John St, Stranraer, DG9 7EL

[www.gov.uk](http://www.gov.uk)

jobcentreplus

- Provides resources to enable people unemployed to find work
- Offers information and training opportunities
- Administers benefit claims

## Veterans

### Royal British Legion Scotland



<https://www.legionscotland.org.uk/>

Makes a difference every day to the lives of Scotland's veterans, whether they left the military service yesterday or 50 plus years ago, through providing:

- Community
- Friendship
- Practical advice

They offer services such as:

- Support visits
- Referral to other organisations
- Pension and advocacy service
- Veterans gateway

## SSAFA

0800 2606767

<https://www.ssafa.org.uk/>



Provides support for:

- The transition process
- Welfare and benefits
- Older veterans
- Families
- Disabilities
- Mental Wellbeing

## Veterans Assist Scotland

[www.veterans-assist.org](http://www.veterans-assist.org)



This website has been set up to put in one place most of the resources you might need, whether it is finding the right school or college for you or your kids, options for somewhere to live, getting access to a war disablement pension or finding a route into employment

## Age Scotland's Veterans Project

<https://www.ageuk.org.uk/scotland>



Age Scotland is working alongside partners in the Unforgotten Forces Consortium to boost the health and wellbeing of veterans in Scotland aged 65 and older

## Other Services

### The National Cyber Security Centre

<https://www.ncsc.gov.uk/>



Provides advice and support to the public in how to avoid computer security threats

For example:

- If you have received an email which you're not quite sure about, forward it to **report@phishing.gov.uk**
- If you receive a suspicious text message forward it **free** to **7726**
- If you've lost money or have been hacked as a result of responding to a phishing message, you should report it to Police Scotland by calling **101**

### Cruse Bereavement Care Scotland

**0845 600 2227**

[www.crusescotland.org.uk](http://www.crusescotland.org.uk)



Provides professional support for bereaved adults, children and families by listening or offering support via one-to-one counselling sessions, where you can work through your grief

They also train and educate individuals and organisations to help bereaved people



## Victim Support Scotland

01776 707229

Ground Floor, Burns House

32 Harbour Street, Stranraer, DG9 7RD

[www.victimsupport.scot](http://www.victimsupport.scot)



Provides:

- Free, confidential, emotional and practical support, as well as information about the criminal justice system
- Help for witnesses: if you are attending court as a victim or witness for a crime, our volunteers will be available to help you on the day
- “The Victims’ Fund” is open to people affected by crime who are in urgent need of financial help as a result of what they have experienced
- Support for families bereaved by crime

## Apex Scotland

01776 700973

2 Back Rampart, High Street,

Stranraer, DG9 7LW



Works with people with criminal convictions or at risk of committing offences to give them the necessary skills to change their behaviour and lead fulfilling lives

## Independent Living Support

**01776 258120**

9 Hanover Street  
Stranraer, DG9 7SB

<https://ils-dumfries.co.uk/>



Provide a service to vulnerable people 16 years and over in their home or the community, to address need, encourage self-management and support resilience, using a mixture of:

- Holistic practical and emotional one to one support
- Educational, cultural, social and or physical group activities

## Third Sector Dumfries and Galloway

**0300 303 8558 / 07503578083**

[www.thirdsectordumgal.org.uk](http://www.thirdsectordumgal.org.uk)



Commits to improving the quality of life of the most vulnerable and disadvantaged individuals and communities across the region by supporting and helping to develop other third sector organisations and volunteers

A map of services is also available at  
<https://dglocator.org.uk/>

# Dumfries and Galloway Multi Cultural Association

01387 254624

[www.dgma.org.uk/](http://www.dgma.org.uk/)



Open to all members of:

- Ethnic backgrounds
- Religious backgrounds
- Cultural minority backgrounds

in our region as well as

- Organisations and individuals keen to promote the aims of the association

It also works to:

- Prevent discrimination
- Make everyone aware of the benefits of diverse cultures living together in South West Scotland

